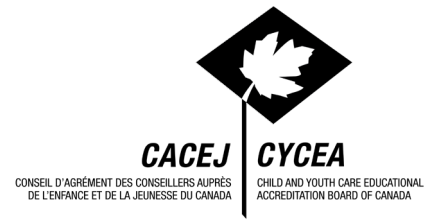


# FREQUENTLY ASKED QUESTIONS 2024



- 1. Who is the Child and Youth Care Educational Accreditation Board of Canada?**

CYCEAB is the shortened title of this not-for-profit corporation. Its mission is to ensure excellence in Child and Youth Care education and ongoing quality enhancement through the assessment and review of post-secondary programs.
- 2. What is the purpose of accreditation?**

The focus of CYCEAB accreditation is on expectations in CYC professional education. Accreditation in Child and Youth Care (CYC) helps post-secondary CYC diploma and degree programs focus attention on accountability to children, youth, and families as well as students and the community of CYC professionals and educators.
- 3. Who can apply for accreditation?**

Accreditation is open to post-secondary Child and Youth Care programs who are members of CYCEAB.
- 4. We are a CYCEAB-accredited program. Do we have to reapply when the accreditation expires and complete the entire process again?**

Yes. Accreditation ensures programs are aligned with a recognized set of competencies. High quality education is a result of sound evaluation and continuous improvement, and it is important that programs develop and operationalize a plan for continuous improvement. This plan must respond to the evolving landscape of professional CYC practice as it relates to the changing needs, interests, and priorities of the communities served by the program. CYCEAB accreditation ensures education is current and relevant, and it sets out a process for regular, rigorous review of program goals, pedagogies, and outcomes. It facilitates dialogue and education within and across CYC programs about innovation and quality.
- 5. What is the language used during the accreditation process?**

Currently, services are offered in English.
- 6. What is the cost of membership to CYCEAB?**

An annual fee of \$400.00 pays for membership from January 1 to December 31 of each year. Membership must be retained throughout the accreditation process and thereafter to maintain accreditation status. Accreditation and membership fees are separate.
- 7. Does CYCEAB have a website where I can get more information?**

You will find additional information including an Accreditation Process flowchart under the *Accreditation* menu item at <https://cycaccreditation.ca/>.
- 8. What is the cost to submit an accreditation application? Is there a deadline?**

Please refer to the Accreditation Process Flowchart found on the CYCEAB website. Submission of the application should include payment of \$250.00. The application form can be found on the website under the *Accreditation* tab. The annual application deadline is September 15.

**9. Does my application for accreditation need to be approved by CYCEAB?**

No. It is your decision on whether you are ready to apply and undertake the process to achieve accreditation. The FAQs and the checklist in Part I of the Application for Accreditation have been developed to assist a post-secondary institution and CYC program determine whether they are ready to apply for accreditation and complete it within the timeline of two years. It is crucial that the program have direct communication with the Accreditation Coordinator prior to deciding whether to apply for accreditation.

**10. How do I know when I can proceed with the accreditation process?**

Your application will be formally received by the Board of Directors at the September board meeting following the September 15 deadline for applications. The President of CYCEAB will subsequently send you a letter identifying the two-year timeline and deadline to complete the accreditation process. The CYCEAB office will send you an invoice for the accreditation fees owing. Once the accreditation fees have been paid and the CYCEAB office ensures membership is up to date, an accreditation applicant can proceed with the accreditation process.

**11. Can I begin the accreditation process before my application is formally received?**

Yes, but you will need to use and follow the versions of the accreditation documents that are dated the year you will make application. These documents are reviewed annually and may not be available until August 15 of the year when the Board of Directors formally receives your application. These documents include the Application Form, the Self-Study Guide, the Site Review Guide, and the Accreditation Process Flowchart.

**12. Why does it cost \$6000 if CYCEAB is a non-profit corporation?**

The accreditation fee includes the application fee of \$250 payable upon submission of the application and a fee of \$5750 for an accreditation applicant to proceed with the accreditation process.

The accreditation fee of \$6000 covers direct and indirect costs of accreditation. Direct costs include the one-on-one service that accreditation applicants or programs undergoing accreditation receive from the Accreditation Coordinator and the stipends paid to the reviewers and three members of the Recommendation Panel. These costs total 68% of each accreditation fee paid to ensure accreditation applicants have the support they need and that qualified reviewers are in place to conduct the site review and make recommendations to the board on accreditation.

The remainder of the accreditation fee (32%) is directed towards operating costs, survey costs, and the services that accrediting programs receive from the Operations Manager and Senior Governance Officer. Hours of paid and volunteer work are devoted to process improvement, developing and updating accreditation documents, and ensuring business processes are robust and meet the needs of CYCEAB and its members.

**13. Can accreditation fees be paid in installments?**

Upon approval by the CYCEAB Board of Directors, accreditation fees may be paid in instalments if an institution has submitted a written payment schedule at least 12 months in advance of their planned application for accreditation. The first payment must begin at least 12 months prior to the start of the accreditation process and final payment must be paid the year the application for accreditation is submitted and before the program can

proceed with accreditation. If the Board of Directors increases the accreditation fee amount during the period up until the September of the year when the institution's application for accreditation has been submitted to CYCEAB, the institution would be responsible for paying the increased cost.

**14. Who will be my primary contact for the accreditation process? Who do I contact if I have any questions?**

Upon an expression of interest to the Accreditation Coordinator or the CYCEAB office ([admin@cycaccreditation.ca](mailto:admin@cycaccreditation.ca)), the Accreditation Coordinator will contact you. The Accreditation Coordinator can be reached at [wendy.weninger@outlook.com](mailto:wendy.weninger@outlook.com) or at 403-393-7254.

**15. What should our program think about when preparing for engagement in the accreditation process?**

Programs may wish to reflect on questions such as the following to determine if the *time is right* to apply for accreditation:

- What is important to us about this process?
- Are we prepared to do the work?
- Are we prepared to proceed with our current curriculum and processes?  
Will we ever be more prepared/ready?
- Are we prepared for external scrutiny by CYCEAB of our program?
- Is there institutional support to engage with this?

**16. My institution is undergoing a program review. How do I align that with the accreditation self-study?**

There are options to ensure that institutions do not have to duplicate their work, such as merging the required information for a program review with the CYCEAB self-study reporting requirements. The Accreditation Coordinator can assist with looking at options.

**17. Is an institutional program review required to undertake accreditation?**

No. While it is not essential that there has been a recent institutional program review, it is important to note that information from institutional reviews provides background and support to what is required by CYCEAB. What is essential is that the program has at least four years of graduates in which the curriculum met the CYCEAB requirements outlined in the Self-Study Guide in section *1.4 Program Structure and Course Sequencing*.

There will be programs who have completed an institutional program review in the years immediately prior to engaging in the CYCEAB accreditation process, and others who have not. Still others will align their program review with the accreditation process and coordinate the two to run parallel, and there may be programs who complete the CYCEAB accreditation in place of the program review.

**18. With respect to CYCEAB, what is a diploma and what is a degree?**

A diploma refers to a two- or three-year post-secondary qualification from a college or university. A degree includes a Bachelors (four years), Masters, or Doctoral post-secondary credential.

**19. How long is the accreditation process, from start to finish? What are the deadlines, who sets the deadlines, what if I miss a deadline?**

The accreditation process may take up to two years, based on the process and requirements outlined in the Self-Study Guide and the Accreditation Process Flowchart. The deadline is set by CYCEAB. A letter on behalf of the Board of Directors will be issued to the accreditation applicant identifying the two-year timeline and deadline for completing the accreditation process after the board formally receives the application in September.

The Accreditation Coordinator will support you throughout the accreditation process and as situations arise, they will provide guidance. There are deadlines that are regulated as described in the Accreditation Process Flowchart, e.g., the Reviewers' Report is due to CYCEAB four weeks from the end date of the site review. Missed deadlines and options can be discussed with the Accreditation Coordinator.

**20. Can extensions of the accreditation process be granted?**

Please refer to the Policy and Procedure Manual under the *About Us* tab on the CYCEAB website. A request for an extension can be granted when an applicant provides written documentation to CYCEAB clearly detailing the circumstances surrounding the request. An extension can be issued up to a maximum of 90 days, as approved by the Accreditation Coordinator. The Accreditation Coordinator will then report the approval of this extension to the board.

Requests for exceptions beyond the 90-day extension are to be submitted via written documentation to the Board of Directors at [admin@cycaccreditation.ca](mailto:admin@cycaccreditation.ca). The board will, in turn, determine whether an extension should be granted and provide a written response to the applicant within ten business days of receiving a request for such an extension. If the request is granted, the written response from the CYCEAB Board of Directors will identify the revised timeline and an invoice will be sent for the extension fee of \$1000.

**21. What are the resources and time that my program needs to complete the accreditation process? What should I expect?**

First, it is essential that there is institutional support to engage in the accreditation process. There must also be a primary program contact who can lead the accreditation process. Resources required depend on the size of the program, the number of people that will be involved, and the time the program team can dedicate to the accreditation process. The Accreditation Coordinator can help you and your program team identify required resources but recognize that unanticipated needs may arise.

It is advisable that consideration be given to providing release time for the accreditation lead and/or faculty to engage in the process and to meet as a team at regularly scheduled times while the program is engaged in the process. Release time can also include time for compiling the information and writing the Self-Study submission, setting up and participating in the site review, etc. Successfully accredited programs suggest that team meetings focused solely on the accreditation process occur monthly at minimum.

Other institutional departments must also be available to assist in providing access to required policies, documents, and information as outlined in the "What You Need" sections of the Self-Study Guide.

- 22. What if our program does not meet all the standards ... should we still apply? For example, if CYCEAB requires two courses on *families* and we only have one course, is it even possible to be accredited? Or practicum hours are not enough, or maybe a program has a part-time faculty that does not meet the qualifications yet.**

Any variations to what are stated in the Self-Study Guide should be discussed prior to your application with the Accreditation Coordinator. For newer programs, what is essential is that the program has at least four years of graduates in which the curriculum met the CYCEAB requirements outlined in section *1.4 Program Structure and Course Sequencing* of the Self-Study Guide.

- 23. I heard something about data gathering surveys and focus groups. What is their purpose? When can I see the surveys? How can we access them?**

Surveys are a tool for gathering feedback on your program from present students, alumni, and other relevant individuals and groups. CYCEAB has survey templates that can be used.

Surveys are one tool that may be used. Programs may wish to use other forms for feedback gathering, such as focus groups or program and course feedback. All methods can be discussed with the Accreditation Coordinator.

If you use the CYCEAB surveys, they can be customized to meet your needs while still meeting the requirements of accreditation. A plan for distribution will be determined in collaboration with the Accreditation Coordinator. You will also work closely with the Operations Manager and Senior Governance Officer throughout the survey process.

- 24. Can we use our institution's already existing data, like KPI results? Are the CYCEAB surveys mandatory? That is, can I just use what my institution already has in place?**

Questions in the CYCEAB accreditation surveys are linked directly to professional practice. This may not be the information gathered in your institution's surveys. Other methods of feedback gathering, in place of CYCEAB surveys, as discussed with the Accreditation Coordinator, will need to explore elements of professional practice. Institutional data, such as KPI results, are excellent additions to provide support to the narrative reflection responses you will provide in the *Engaging the Evidence*.

- 25. How long and/or comprehensive is the Self-Study Report expected to be?**

The Self-Study Report represents extensive reflection by the CYC faculty complement, often involving the program's administration and supporting departments who assist with providing content, reference documents, institutional reports, policies, institutional survey data, etc. The Self-Study Report must meet the requirements in the ***What You Need*** and the ***Engaging the Evidence*** sections of the Self-Study Guide. The response to each numbered item in the *Engaging the Evidence* section must show evidence on how extensive reflection has contributed to a detailed, comprehensive narrative for each item. For example, how is what is being asked demonstrated in the curriculum, assessments, and learning spaces by faculty and students and by program policies, etc.?

Most accredited programs have submitted Self-Study Reports of 90-120 pages in length, PLUS the additional appendices from the *What You Need* listings in each section. It is important to remember that the reviewers will not be familiar with your program, so anything they need to know to be able to conduct a site visit must be included.

**26. Is a Quality Enhancement Plan necessary?**

Developing and maintaining a Quality Enhancement Plan (QEP) is a required standard to achieve CYCEAB accreditation. It is a requirement found in section 1.8 of the Self-Study Guide. It provides an opportunity for post-secondary CYC programs to focus on ongoing program development and enhancement in alignment with professional practice.

Upon receiving the accreditation decision letter wherein recommendations for improvement are identified, it is important that the QEP is updated to include these recommendations. When applying for re-accreditation, your previous QEP will be an important reference point for the development of your next self-study and for the site reviewers. During the accreditation process, you will be asked to provide a detailed summary of the progress made on your previous QEP while engaging in the full self-study process. Also, accredited programs provide a summary of the progress made on their QEP at the two-year mark of accreditation.

A sample Quality Enhancement Plan can be found on the CYCEAB website. See [ACCREDITATION | Child and Youth Care Educational Accreditation Board of Canada \(cycaccreditation.ca\)](https://www.cycaccreditation.ca)

**27. What is a submission review?**

A submission review is a review of the Self-Study Report and its supporting documentation by the Accreditation Coordinator and assigned reviewers to ensure the report meets the requirements in the ***What You Need*** and ***Engaging the Evidence*** sections of the Self-Study Guide. A successful submission review will mean that all requirements have been met and that it is evident that extensive reflection has contributed to a detailed, comprehensive narrative in each of the numbered ***Engaging the Evidence*** sections.

An accreditation applicant proceeds to the site review stage of the CYCEAB accreditation process following a successful submission review of the Self-Study Report and its supporting documentation.

**28. What if my submission review is not successful?**

If the submission review reveals that further information is required in the Self-Study Report, the Accreditation Coordinator (AC) will advise the accreditation applicant that they have an opportunity to revise the report and submit it for another review. The AC will advise the accreditation applicant on the areas requiring revision, based on combined feedback from the reviewers and Accreditation Coordinator.

If the second submission does not meet the requirements outlined in the Self-Study Guide, the Accreditation Coordinator will advise the CYCEAB President and the Operations Manager and Senior Governance Officer. A letter under the President's signature will be sent via email to the accreditation applicant informing them that their Self-Study Report does not meet the requirements for them to proceed to the Site Review stage and consequently their accreditation application has been closed. Accreditation applicants can appeal the decision, or they can re-apply for accreditation in the future according to CYCEAB application deadlines.

**29. What is the purpose of the site review?**

The focus of the site review is on identifying the evidence that confirms adequate articulation of educational practices in the context of the CYC discipline and to confirm the successful adoption of these practices. It provides reviewers the opportunity to explore further, during conversations they will have with various focus groups, the already provided information in the Self-Study Report and specifically what the information means with regards to student learning and engaging in the move to professional practice. It is an expansion of what the reviewers have already learned through reading the Self-Study Report, not a time to provide the reviewers first-time information which cannot be found in the Self-Study Report. An accredited program must also demonstrate ongoing self-assessment, therefore active engagement in quality enhancement activities is required.

**30. Who selects the reviewers?**

The Operations Manager and Senior Governance Officer (OM), in consultation with the Chair of the Human Resources Committee, selects the reviewers from a board-approved list once the accreditation applicant has provided a general scheduling block for a site review. The OM provides the names of the reviewers to the accreditation applicant before the submission review and the contact information following the submission review. Upon a successful submission review, the accreditation applicant works directly with the reviewers to schedule the site review on dates and times that are convenient to both the applicant and the reviewers. All site reviews are virtual.

**31. How many reviewers are required?**

Two board-approved reviewers are required for each virtual site review. One reviewer must be from outside of the institution's geographical region as defined by CYCEAB.

**32. How are the regions defined by CYCEAB?**

The regions are defined in CYCEAB bylaws as follows:

- *West* includes British Columbia, Alberta, Saskatchewan, and Manitoba.
- *Central and Northern* include Ontario, Quebec, Nunavut, Northwest Territories, and Yukon.
- *East* includes Newfoundland, Nova Scotia, New Brunswick, and Prince Edward Island.

**33. Are the reviewers compensated for each review?**

CYCEAB pays each reviewer a stipend per submission review and upon completion of their responsibilities around a site review, including the submission of the Reviewers' Report and their meeting with the Recommendation Panel.

**34. Who needs to be involved in the site review (faculty, students, etc.)?**

Please refer to the information provided in the Site Review Guide, which can be found on the CYCEAB website, under the Accreditation tab.

**35. Can we send our reports to the reviewers by email or publish them on our own file sharing platforms?**

No. Your accreditation reports including supporting documentation are made available through the CYCEAB official file sharing site. The CYCEAB Operations Manager and Senior Governance Officer provides access to this site for the accreditation applicant,

Accreditation Coordinator, reviewers, and members of the Recommendation Panel. An accreditation applicant uploads the Self-Study Report and its supporting documentation to this site.

**36. What is the role of the Recommendation Panel?**

The Recommendation Panel, comprised of three experienced CYCEAB-approved reviewers, makes a recommendation to the Board of Directors on whether to grant accreditation or deny accreditation. This recommendation is based on a review of the accreditation reports and documentation that have been submitted by the accreditation applicants and reviewers.

**37. Does the Recommendation Panel meet with the reviewers?**

Reviewers make an oral presentation to the Recommendation Panel. The presentation includes the following:

- An overview of the site review.
- Identification of the key strengths and challenges in each of the four sections from the Reviewers' Report.
- An explanation of key recommendations provided to the program based on the site review.
- Further details or clarification as required by the Recommendation Panel.

**38. Are the members of the Recommendation Panel compensated for the work they do to make their recommendation to the Board of Directors?**

Members of the Recommendation Panel each receive a stipend upon their recommendation to the Board of Directors.

**39. If successful, how long will our program be accredited before the next round?**

Seven (7) years. Membership with CYCEAB must be maintained throughout this period to retain accreditation status.

**40. Is there any follow-up post-accreditation?**

Yes. Two years after achieving accreditation status, CYCEAB-accredited programs provide a written report detailing the progress the program is making on its Quality Enhancement Plan including the recommendations made by the Recommendation Panel. This report is submitted to the Accreditation Coordinator and provided to the Board of Directors for information purposes.